



Complaints Form

INTRODUCTION

In order to improve our services and practice to you, we encourage you to provide your experience back to us so that we can investigate appropriately.

You may make your complaint via phone or in writing. We will acknowledge your feedback or complaint within 48 hours and aim to resolve the matter within 20 business days.

Please provide as much detailed information as possible.

YOUR DETAILS

Full Name:	
Telephone:	
Email address:	
Preferred method of contact:	
When can we contact you?	
I am a (Client/Provider/Other)	

SCENARIO

Date & Time:	
Are you making this complaint on behalf of a person with disability?	
Do you require any help with communication? e.g Interpreter or National Relay Service?	
Please provide details of the NDIS provider if applicable:	

Brief summary of scenario:	
Additional Information:	

Should you have any questions in relation to this process or another, please do not hesitate to email us at ndissupport@theonlysc.com.au.

If your Feedback or Complaint has not been addressed satisfactory please visit The NDIS quality and safeguard commission at www.ndiscommission.gov.au for further information.

If you wish to make a confidential or anonymous complaint, you may call the NDIS Quality and Safeguards Commissioner on 1800 035 544.

Warmest regards,

The Only Support Coordination